



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
Case No. 13253US01

PATENT

1712 Wmrgmation of 9  
Munro -  
2/9/04

In the Application of:  
MICHAEL H. D'AMICO et al.  
Serial No.: 09/982,244  
Filed: October 17, 2001  
For: GAMING SYSTEM CUSTOMER  
SERVICE TECHNIQUES  
Examiner: Julie K. Brockett  
Group Art Unit: 3713  
Confirmation No.: 7628

CERTIFICATE OF MAILING

I hereby certify that this correspondence  
and all correspondence referenced herein are  
being deposited with the United States Postal  
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O. Box 1450, Mail Stop AF, Alexandria, VA  
22313-1450 on January 26, 2004.

By: Ronald E. Larson

Ronald E. Larson  
Reg. No. 24,478

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SECOND AMENDMENT  
AFTER FINAL UNDER 37 CFR § 1.116

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated November 25, 2003, kindly amend the  
above-identified application as follows. This amendment is being filed within two  
months of the Office Action pursuant to 37 CFR 1.136(a) (the two month due date  
having fallen on a Sunday and this amendment having been filed on the next business  
day).